



Michael F. Del Casino
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May 26, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

April 26, 2000 09:55 AM CDT

2. GEOGRAPHICAL AREA AFFECTED:

Topeka, KS

3. CUSTOMERS AFFECTED (APPROXIMATELY):

36,261 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access, Toll Completing and OSPS

5. DURATION OF OUTAGE:

5 Hours and 32 Minutes

6. BLOCKED CALLS:

108,784

7A. CAUSE OF INCIDENT:

An outside contractor bored through an AT&T fiber optic cable while performing work for the Kansas Department of Transportation (DOT). The One-Call laws in the state of Kansas require only one notification of work activity if the work is "continuous", and one such ticket was filed in October 1999. Prior to the DOT work, AT&T hired a separate contractor to lower this cable section in preparation for an upcoming DOT project. It has been discovered that this cable section was not lowered to the requested depths, and as a result was impacted in the DOT construction activity.

7B. EQUIPMENT NAME / TYPE:

Fiber Optic Cable

7C. PART OF NETWORK:

Kansas City, MO – Tulsa, OK

8. RESTORATION METHODS:

FASTAR restored 120 T3s within three minutes, 48 T3s were restored by ring switch, and the remaining T3 service was restored via manual patch and physical repair within 5 hours and 32 minutes.

9. STEPS TO PREVENT REOCCURRENCE:

AT&T Engineering is working with the contractor to determine why the contracted bore depths for cable were not reached. In addition, AT&T will be reviewing training and documentation with personnel to clarify expectations when a "continuous" project runs for extended periods of time. Emphasis will include coaching for two-way communication between hired contractors and the AT&T technical support organization when there are any difficulties in determining the exact location or verification of specific cable depths.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION A – FIBER OPTIC CABLE DIG-UPS: CAUSES AND CURES. The following countermeasures are the most appropriate for bringing about reductions in fiber cable dig-ups.

6.1.3 Details – Key lessons and best practices

Accurate Locates – expand locate personnel training and skill levels, quality control all work.

Training – continuous refresher training and adherence to standards and procedures, train personnel to recognize conditions potentially hazardous to fiber optic cable.

Sincerely,

A handwritten signature in dark ink, appearing to read "M. DelCasino". The signature is fluid and cursive, with a large initial "M" and a long, sweeping underline.

M. DelCasino

00-55

AT&T

Initial Service Disruption Report

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice

202-418-2812 FAX

ALTERNATE FCC WATCH OFFICER

202-418-2813 FAX

1. Date/Time of Incident 4/26/00 at 0855 NWT/CT
2. Geographic area affected Wichita, KS - Topeka, KS
3. Customers affected (est) 80,000+
4. Types of service affected intertoll & toll connect
5. Duration of outage still failed at time of report
6. Blocked calls (est) 150,000+
- 7a Cause of incident Contractor Cable Cut
- 7b Equipment name/types Fiber optic cables
- 7c Part of network affected Topeka, KS
8. Restoration methods used overhead & manual restoration
9. Steps to prevent recurrences N/A

AT&T contact person:

Mike DelCasino

Telephone number:

202-457-2023

Date/Time of report:

4/26/00 10:35 NWT

